GOVERNMENT OF INDIA
SHIPPING, ROAD TRANSPORT AND HIGHWAYS
LOK SABHA

STARRED QUESTION NO:173
ANSWERED ON:10.12.2008
COLLECTION OF TOLL TAX
Barad Shri Jashubhai Dhanabhai;Vasava Shri Mansukhbhai D.

Will the Minister of SHIPPING, ROAD TRANSPORT AND HIGHWAYS be pleased to state:

(a) the number of private agencies engaged by the Government to collect toll tax on National Highways (NHs);

(b) whether the Road Safety Forum has recommended for removing frequent toll gates on the National Highways;

(c) if so, the details thereof and action taken to reduce the delay at toll gates;

(d) whether the Government has received complaints of irregularities by the toll collecting agencies;

(e) if so, the details thereof, agency-wise; and

(f) the action taken against such defaulting agencies?

Answer

THE MINISTER OF SHIPPING, ROAD TRANSPORT AND HIGHWAYS (SHRI. T. R. BAALU)

(a) to (f) A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (f) OF LOK SABHA STARRED QUESTION NO. 173 FOR ANSWER ON 10TH DECEMBER, 2008 ASKED BY SHRI MANSUKHBHAI D. VASAVA AND SHRI JASUBHAI DHANABHAI BARAD REGARDING COLLECTION OF TOLL TAX.

(a) Eleven (11) private contractors were engaged for toll collection on Public Funded projects by National Highways Authority of India (NHAI) on the basis of competitive bidding.

(b) and (c) President of an organization called Road Safety Forum of West Godavri District had requested to withdraw all toll booths on NH-5 in Andhra Pradesh. Action taken to reduce the delay at toll gates is given below:

(i) For public funded toll plaza and Special Purpose Vehicle (SPV) projects, regular training is imparted to toll staff for speedy handling of commuters.

(ii) Provision has been made in the contract document that the waiting time of a vehicle at toll gate should not be more than 30 seconds.

(iii) Most of the plazas are computerized and user fee receipts are being issued through the computerized systems which take less time than the issuance of manual tickets.

(d) Out of the 11 private contractors engaged, Government had received complaints of irregularities against two agencies.

(e) The complaints were received against M/s AS Motors engaged for Chaundha Toll Plaza on Agra − Gwalior section of NH-3 and M/s Shiva Tractors engaged for fee collection at Baretha Toll Plaza on Agra − Dholpur section of NH-3. In both the cases, the complaints were about over charging and harassment to the commuters crossing the plaza.

(f) On receipt of complaints from commuters, two independent empanelled security agencies carried out decoy customer check at each of the plazas and thereafter (action for termination of the agreement with the agencies was taken) as per the provisions of the contract, both the contracts have been terminated.